

DEPARTMENT REPORT MARCH, 2015

DIRECTOR'S OFFICE

The Board of Health Annual Luncheon and Awards Ceremony will be held on Wednesday, April 8, 2015, at the Bryan Health Conference Center. David Cary, Acting Planning Director, will be the keynote speaker.

The Health Director continues to work with the University of Nebraska Medical Center College of Public Health on workforce development. An agreement is being finalized for public health students to work at the Department to gain practical experience.

The Health Director attended the Community Health Endowment Board of Trustees Annual Retreat. Funding and program priorities were established for the coming year.

The Health Director continues to oversee legislative activities for the Department. She testified at the Health and Human Services Committee Appropriations Hearing regarding funding for public health programs and local health departments.

ANIMAL CONTROL

Animal Control Stats

	Sep 12- Feb 13	Sep 13- Feb 14	Sep 14- Feb 15
Pet Licenses Sold	30877	31264	31374
Cases Dispatched	11058	10727	10449
Investigation	11803	11533	11324
Animals Impounded			
Dogs	701	676	643
Cats	539	580	634
Court Citations Issued	182	192	160
Warnings/Defects Issued	7588	7819	7015
Bite Cases Reported	214	195	208
Attack Cases Reported	23	14	27
Dogs Declared Pot. Dangerous	40	33	28
Dangerous Dogs	9	5	11
Animal Neglect Investigations	307	300	278

Injured Animal Rescue	275	285	326
Wildlife Removal	170	171	187
Dead Animal Pickup	811	726	860
Lost and Found Reports	1145	954	1053
Phone Calls	23283	20477	20484
Average Response Time (in mins)	21	17	27

Officers are responding to more calls due to the warmer weather and people and pets spending more time outside. Animal Control has revised some of the barking dog procedures. A noise complaint log will be available to assist in keeping track of dates/times/conditions under which a problem dog is barking, howling or yelping. We are also spending more time on the phone with some of the more “regular” callers on noise complaints and encouraging the neighbors to work out solutions to their problems. This has been successful about half of the time. We do not write many noise violation citations.

Animal Control and Capital Humane Society staff met on March 17, 2015. The meeting was directed at working on “next steps” from the tornado exercise and what was needed to improve our Lincoln Lancaster Emergency Response Plan for people and animals.

Staff attended the Lancaster County Dog Expo at the Lancaster County Event Center and distributed educational materials and license information to several hundred attendees.

Staff will be reviewing and updating the Division performance/program indicators. They will also be reporting on the progress of the 4 year goals. New indicators will be written that are measurable and more consistent with the direction Animal Control needs to take.

Bat calls are starting to increase and we are averaging about 6 or 7 calls per week for March. No bats have tested positive to date for 2015. The number of bat calls will grow as the weather warms up and they become more active.

Two Animal Control Officers will receive training on handling large animals as part of a grant provided to the NE Humane Society. The training will have a focus on disaster response as well as a livestock truck accident.

COMMUNITY HEALTH SERVICES

Access To Care

The overarching goal of the Community Health Services (CHS) Division is to help vulnerable populations obtain a source of health care. To that end, a total of twenty nine (29) CHS staff are Certified Application Counselors (CACs) with the Health Insurance Marketplace (“Marketplace”). The Marketplace offers private health insurance plans. The application process for this coverage is linked to state-run Medicaid programs in

order to make complex application processes less burdensome to the consumer. To be the most helpful therefore, all CACs also receive annual training on the Nebraska Medicaid application process. We partner closely with our Nebraska Medicaid and Economic Assistance Liaisons, Serena Reeves and Rajeana Harris, during planning processes and at outreach events.

This year, the open enrollment period was November 15, 2014 to February 15, 2015. A total of 700 contacts for the Marketplace and Nebraska Medicaid were made in this time period by all 29 CAC staff within the CHS Division. We should be careful not to misinterpret that this means 700 people were successfully enrolled in a Marketplace plan or Nebraska Medicaid. Because the majority of the population we serve has an income under 133% of the federal poverty level, and because Nebraska has not chosen to expand Medicaid, many of the contacts reported include help in navigating “safety net” options. Safety net options include establishing a medical home at People’s Health Center, or episodic, free care at Clinic With A Heart or People’s City Mission Medical Clinic, or episodic, self-pay care through a Lancaster County Medical Society physician or through an emergency room.

CHS/CAC staff held twenty nine outreach events during this year’s open enrollment period at two locations: The Center for People in Need and Clinic With A Heart. We partnered with CACs from People’s Health Center, and, as previously mentioned, with liaisons from Nebraska Medicaid and Economic Assistance.

Two examples of the need in the community and the effectiveness of CACs are as follows:

- 1) Client contacted us through an outreach event during a food distribution at the Center for People in Need. She is middle-aged and is in the midst of a life change (divorced and returned to college). She works at large retail pharmacy which only offers health to full time employees. The client is currently staying with her daughter and family while she’s finishing her degree. She hasn’t had health insurance for nearly two years, and this has caused her a lot of stress. She has a chronic condition and has been out of medications for two weeks without a way to pay for them. Our CAC told her about Clinic With A Heart to take care of her immediate need. She stated some discomfort with her current situation, as she had always worked full-time in a less-than-satisfying job, with health insurance, and then last year, decided to follow her dream of earning a degree. Her enrollment in the Marketplace went smoothly, and we found she was eligible for close to \$500/month in tax credit to assist with her premium payments, which completely offsets her premium payments. She chose a plan with low office and generic medications copays. The CAC completed the following teaching: how to report income changes to the Marketplace, how to utilize health insurance, how to select a primary care provider, and encouraged her to obtain preventive care (screening for cervical and breast cancer). She was so grateful, and verbalized the impact that having health coverage again. She insisted on hugging the staff

person who helped her, and related that she was so emotional, that she was almost shaking.

- 2) A CAC had an initial and follow-up appointment with a client who was recently released from a correctional facility. She met the income guidelines for premium tax credits on the Marketplace, but was ineligible because of a complex marital situation in which she her spouse was “unreachable”. The CAC staff person spent multiple hours with this client, talking to three different representatives from the Marketplace. Ultimately an appeal was filed with the assistance of our CAC.

DENTAL HEALTH & NUTRITION SERVICES

WIC

Caseload (Participation):

Total	3522
Main	2661
Cornhusker Clinic	861

Food: For October 2014 -

Food Monthly Obligations	\$ 253,405.50
Food Pkg Avg.	\$ 68.49
Women	\$ 42.65
Infants	\$ 144.42
Children	\$ 47.41

Mentoring:

(Number and school)

Students	6 RN – UNMC, Union College
Interns	2 UNL – RD
Volunteers	2 UNL- RD
LMEP Residents	2

Dental Health

- Total number of clients served (unduplicated count): 487
- Total number of patient encounters (duplicated client count): 537
- Total number of patient visits (duplicated provider appointments/visits): 787

- Total number of Racial/Ethnic and White Non-English speaking patients: 345 (71%)
- Total number of children served: 270 (55%)
- Total number of clients enrolled in Medicaid: 308 (63%)
- Number of clients served during Thursday evening hours (unduplicated count): 69
- Number of patient encounters during Thursday evening hours (duplicated client count): 71
- Number of patient visits during Thursday evening hours (duplicated provider appointments/visits): 122
- Total number of Racial/Ethnic and White Non-English speaking patients: 50 (72%)
- Number of children served during Thursday evening hours: 68 (99%)
- Number of patients enrolled in Medicaid: 61 (88%)

Outreach Activities:

Presentations: 9 presentation for a total of 228

- Air Park Library: 12 children and families
- Eiseley Library: 14 children and families
- South Library (a.m.): 26 children and families
- South Library (p.m.): 20 children and families
- Center Pointe: 15 adults
- Gere Library: 28 children and families
- Child Guidance Center: 14 children
- Gere Library: 20 children and families
- Kelly's Kids: 14 children
- Bennett Martin Library: 30 children and families
- Watt Library: 65 children and families
- Children transported from Elliott and Everett Elementary School in need of urgent dental: 18 children/25 patient encounters/37 patient provider visits. Fourteen children (14) were enrolled in Medicaid and 4 children were non-Medicaid eligible, receiving treatment at no cost.

Fluoride Varnish Program for WIC children and families

- North WIC Office (27th & Cornhusker Highway): 17 children and parents
- LLCHD WIC Office: 18 children and parents

ENVIRONMENTAL PUBLIC HEALTH

Waste Management: Nuisance/Solid Waste Complaints

Goals

Protect human health and the environment by assuring proper management and disposal of wastes and preventing illness and disease caused by improper waste management.

Methods/Strategies

Receive complaints and send letters to property owners and tenants; Investigate complaints; Issue warning notices; Abate nuisance conditions

Indicator

Resolve 90% of nuisance complaints involving garbage within 30 days.

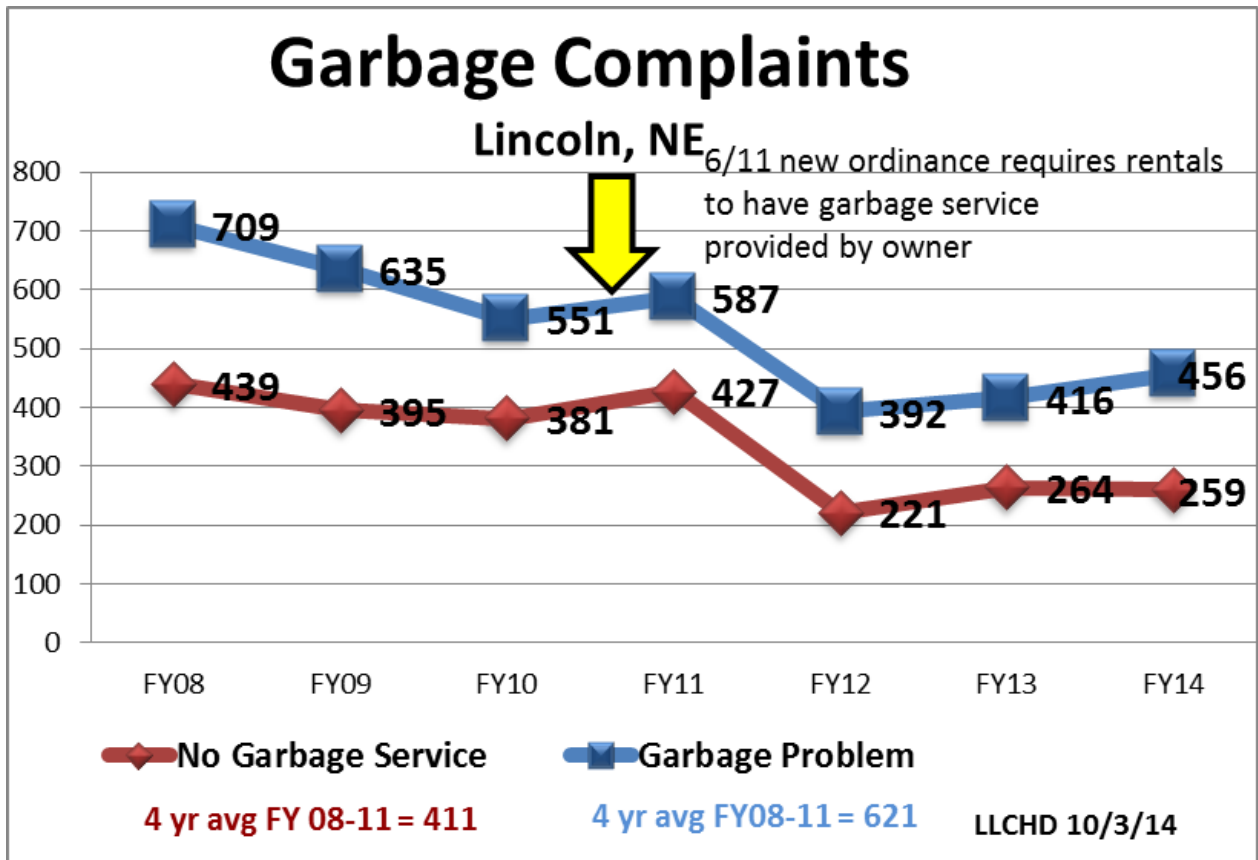
Funding/Source

Waste Hauler Occupation Tax (100%)

Comparison

86% of garbage complaints were resolved within 30 days in FY13. This compares to 72% in FY 13, 83% in FY12, 94% in FY11, 87% in FY10, 80% in FY09 and 56% in FY08.

In June of 2011, the City of Lincoln changed LMC 8.32 to require owners of rental property (duplex and single family) to provide for garbage service. For FY09-11 there was an average of 592 garbage complaints. For FY12-14, there was an average of 422 garbage complaints. Education on and enforcement of this ordinance resulted in a 28% reduction of complaints.



Description

The public reports nuisance conditions to the Health Department. In most cases, a letter is mailed to both property owner & tenant informing them of the complaint, and directing them to abate the conditions. A response card is included. If no response is received indicating action has been taken, staff inspects the property, and enforcement procedures are followed. In most cases, resolution is obtained, but in FY14 thirty-seven (37) abatements were conducted by order of the Health Director. So far this fiscal year, fourteen (14) abatements have been ordered. Costs are charged as a lien against the property. Higher priority complaints include garbage, rodents, and insects, since they pose higher public health risk.

Funding/Source

Waste Hauler Occupation Tax (100%)

Partnerships & Efficiency

Mailing notices instead of conducting field investigation on every complaint was instituted several years ago as a cost savings measure. This approach has proven to decrease the number of complaints with no findings, but delays response to problem nuisance conditions. Health is part of the city Problem Resolution Team and attends the Mayor's Neighborhood Roundtable. Health works closely with Building and Safety and

Weed Control to address all complaints on properties. Health staff note violations of other city codes and make referrals to other agencies as appropriate.

Water Quality: Property Transfer Reviews

Goals

Protect human health by preventing waterborne illness, and preventing ground and surface water pollution.

Water Quality Indicator

100% of property transfers are inspected to assure that wells and private wastewater treatment systems meet public health water and sewage criteria

Strategies/Methods (What we do)

Train and permit Property Transfer Inspectors; Review Property Transfer Inspector's inspection reports; Issue approval or denial; Provide consultation to resolve problems; Assure failed systems are replaced or repaired and meet current regulations.

Funding/Source (1)

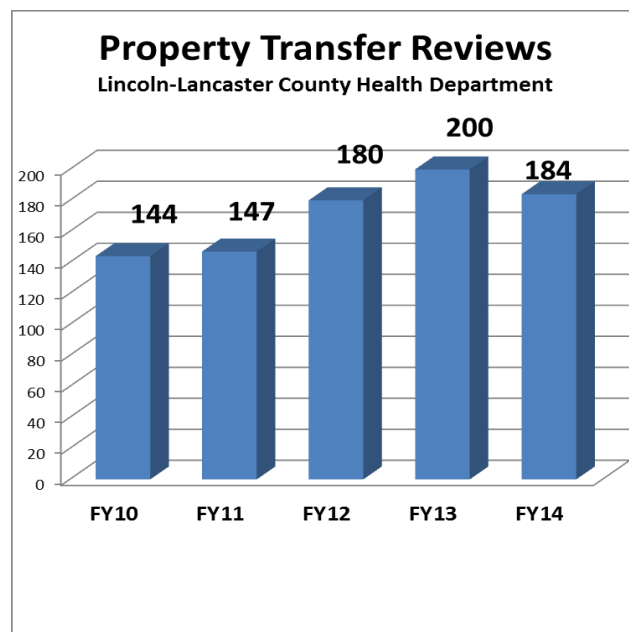
100% of direct field costs were funded by user fees.

Comparison

The number of Property Transfers reviewed over the last three years was significantly higher than the two previous years. So far in FY15, we have reviewed 77 property transfers, which is similar to that last three years at about this same time.

Description

The Property Transfer codes (LMC 24.42 and County Resolution R-13-0064) require that prior to sale, each property that has a private well or sewage system must be inspected. Inspections are conducted by private businesses that are trained and permitted by the Health Department. The Property Transfer Inspectors send the inspection report to the Health Department for review. A review fee of \$205 was charged in FY14, and is



\$210 for FY15. A “Denial” is issued if either the well or sewage system has significant deficiencies. This does not stop the sale of the property, but informs the seller and buyer of what issues may be present. When conditions present a health risk or significant risk of contamination of the environment, the Health Department follows up to assure that corrections have been made. In FY14, 12 failed sewage systems and 14 wells were required to be repaired or replaced to protect public health and our environment. Numerous other violations have also been corrected and human health has been protected from bacterial and Nitrate contaminated water. About 55% of the properties are in the County/Village jurisdictions and 45% in the City 3-mile jurisdiction.

HEALTH DATA & EVALUATION

The tornado tabletop exercise (TTX), “Operation Take Cover,” that was conducted on February 11th in Lincoln was modified for conducting a TTX in the 15 counties covered by the other four local health departments in Southeast Nebraska (there are no hospitals in Cass County, which is one of the counties we serve with our hospital planning grant, so staff from the Sarpy Cass Department of Health and Wellness participated with the hospitals in the Southeast District Health Department exercise discussed below). All three of the table top exercises in the region were planned, conducted and facilitated by Randy Fischer, LLCHD’s Emergency Response Coordinator, via “Go to Meeting” and telephone conference call after hours (5:30 to 9:00 p.m.) to allow more volunteer fire squad members to participate.

Two of the exercises have been completed. The first was held on March 12th in the Four Corners Health Department district with participants from all area hospitals and with volunteers and emergency response personnel from all counties in the district—the total number of participants was 73. The second was held on March 19th in the Southeast District Health Department region with 110 participants from all of the hospitals and emergency managers in the area along with volunteer fire personnel, a couple of long-term care facilities, and several local elected officials. The first two regional exercises have been extremely successful in terms of participation and we expect that the March 26th exercise for the counties in the Public Health Solutions Health Department will also be a success.

These exercises not only fulfill a grant requirement for the Hospital Planning and Preparedness (HPP) grant that the Department administers, but it also addresses the type of scenario, a tornado, that is something that communities need to be prepared for in Southeast Nebraska and the Midwest in general. It’s a great way to test the current plans of healthcare coalition members to see if they know what they would do in such a natural event that we know happens each year in Nebraska. It also identifies gaps in

preparedness and needed improvements. An after-action and improvement plan will be written for each TTX.

Local flu activity has declined but is still elevated for this time of year and cases of Influenza B are becoming more common locally as well as in Nebraska and the nation, which is the reason the case numbers have not dropped significantly. With the strains of both Influenza A and B in this year's vaccine not matching well with the circulating flu viruses, the decision has been made to incorporate four different strains (two A and two B) in next year's vaccine, which is just now being produced.

Another decline from recent months that we are now seeing is a drop in pertussis cases even though the numbers are well above most years' levels. We can now turn our attention to determining what can be learned from the outbreak.

HDE staff members are getting ready to invite members of the community to work on updating the community health needs assessment that we accomplished as part of the MAPP (Mobilizing for Action through Planning and Partnerships) process we started in 2010 and finished in 2011. Over the next three or four months we hope to review the latest data and make any changes to the community profile, prioritize health issues and identify current progress on the goals in the CHIP (Community Health Improvement Plan) and make any necessary course corrections based on the latest data and trends in health status identified in the MAPP process. Our community partners, especially the hospitals, will be asked to reconvene and contribute to the updates in these plans.

HEALTH PROMOTION & OUTREACH

Chronic Disease Prevention and Minority Health

Staff provided leadership to the Crusade Against Cancer coalition to raise awareness of colorectal cancer and promote screening during March – Colon Cancer Awareness Month. 35 partnering pharmacies in Lincoln and Waverly assisted in the distribution of more than 1,200 screening kits to the recommended public, those 50 years of age and older or younger adults with a family history of colon cancer. These kits are available through March 31st. In recognition of Colon Cancer Awareness Month, a rally was held on the capitol grounds on March 6 with approximately 100 people in attendance. Many told their personal stories of experience with colon cancer. As part of the ceremony, the capitol was lit blue during the nights of March 6, 7, and 8. Over the past ten years, the incidence and deaths from colorectal cancer in Nebraska have been decreasing, but still remain higher compared to the rest of the United States. With screening and early detection, colorectal cancer is nearly a preventable disease. Staff presented information on Colon Cancer Awareness Month on the Channel 8 Midday Forum.

Staff met with the physical education/health teacher at Raymond Public School to discuss the use of the 54321 GO! message in the health/PE classes. Educational materials, posters, and a suggested curriculum were provided. Both elementary schools in the Raymond district will be using the countdown message. Staff will work with the teacher to assist in determining response of the children to the message.

Injury Prevention

Staff presented on child passenger safety to ten parents and caregivers at Norwood Park Elementary School. Staff coordinated and conducted, with assistance from ten volunteer certified safety seat technicians, two child passenger car seat check events at Honda of Lincoln and Anderson Ford North. Forty-five seats were checked and parents/care-givers were provided hands-on education/demonstration on proper installation and use of the safety seats. Staff conducted two Nebraska Safe Kids Child Care Transportation trainings for 24 childcare workers.

Tobacco Prevention

Staff coordinated a tobacco retail compliance check with the Lincoln Police Department and 4 youth volunteers. Six tobacco sales to underage youth were made out of 44 attempts to purchase for an 86% compliance rate.

Staff contacted the management of ten new or refurbished multi-unit housing complexes to discuss smoke-free policies. Nine of them are smoke-free and want to be listed in the Smoke-free Housing Registry. The other site indicated they do not have a smoking policy at this time but were interested in learning more about becoming smoke-free. In the past month 433 smoke-free units have been added to the registry. There currently are 3,632 units listed on the smoke-free housing registry.

INFORMATION & FISCAL MANAGEMENT

IFM Manager completed HIPAA training for City Information Services staff. Health Department information technology and data staff also participated in the training.

Confidentiality Policy for department staff working in non-HIPAA covered programs has been revised.

Analysis of the Animal Control information system needs is nearing completion. Information Management staff anticipate completing requirements by the end of May.